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Developer's Guide

Customer Profile API

5/9/2025

Customer Profile API

Important

Prerequisites: You need to [enable](#) profiles in UCS.

This page provides guidelines for managing Customer profiles and interaction information. In 8.5, UCS is still responsible for the management of customer-related information. Queries and resources did not change since 8.1.

Introduction

The Customer Profiles API includes all the information stored in the Universal Contact Server:

- Customer profile (contact information)
- Interactions
- Schemas

Important

You don't need Customer Profiles to run the Context Services, as detailed in the [Architecture](#) section. This feature did not evolve since 8.1 and does not include some of the new features available for the GMS/CS part of the Context Services. Check the [migration page](#) for further details.

Going Further

- [Learn about profile and identification](#)
- [Learn about groups of profiles](#)
- [Learn about profile extensions and schemas](#)